

Knowledge Base Article

Product Group: Software
Product: CMSW7700 - @ptitude Monitoring Suite
Version: N/A

Abstract

After installing SKF @ptitude Monitoring Suite for the first time and attempt to perform an insert or view the properties of an element, the application crashes.

Overview

Sometimes when the skfuser database is migrated from one server to another or configured for the first time by the DBA/IT team, some of the necessary access rights the SKF @ptitude application requires may be set incorrectly.

If this is the case, placing the application into debug mode (-dev - trace: -1) will generate the error messages in Figure 1 and Figure 2 when attempting to add a Set, Machine, Point, Manual Entry, or opening Point Properties.

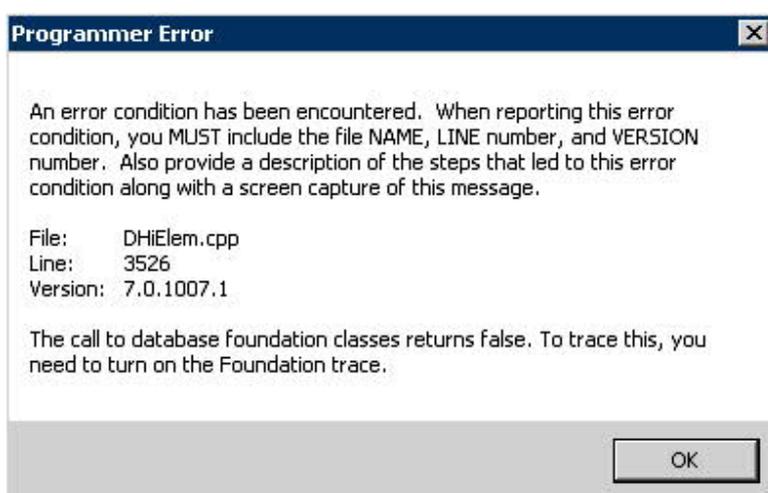


Figure 1. Error in DHiElem.cpp file: "The call to database foundation classes returns false..."

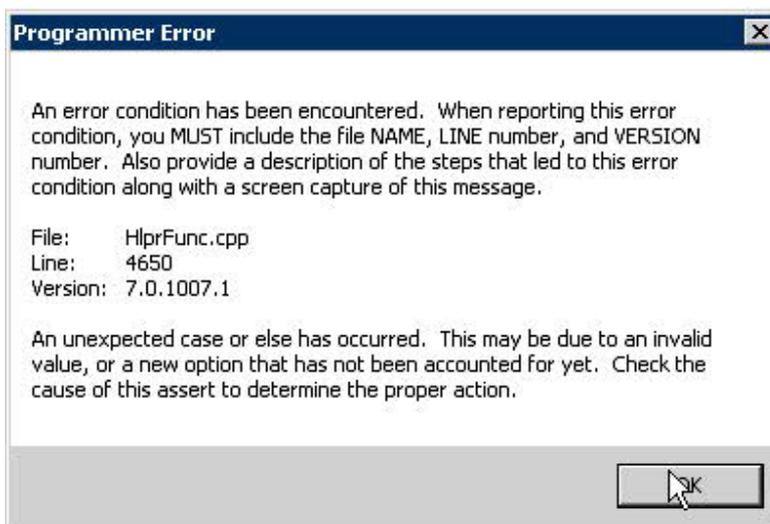


Figure 2. . Error in HlprFunc.cpp file

The Analyst.log file will also contain the following information shown in Figure 3.

```

January 23, 16:24:37### DEVELOPER TRACE: 0x00008000 ==> UPDATE skfuser1.usertbl SET
skfuser1.usertbl.dbuser= 'SKFUser1', skfuser1.usertbl.machinename= 'skfanalyst.exe' WHERE
skfuser1.usertbl.userid= 3 ###
January 23, 16:24:37### DEVELOPER TRACE: 0x00008000 ==> skfuser1.TRUNC_USER_WATCHDOG ###
January 23, 16:24:37### DEVELOPER TRACE: 0x00000002 ==> Error - 80040e37 meaning = IDispatch error
#3127 ###
January 23, 16:24:37### DEVELOPER TRACE: 0x00000002 ==> Source - Microsoft OLE DB Provider for SQL
Server ###
January 23, 16:24:37### DEVELOPER TRACE: 0x00000002 ==> ADO Error: 80040e37, Cannot find the object
"utc_3" because it does not exist or you do not have permissions.
###
January 23, 16:24:37### DEVELOPER TRACE: 0x00000100 ==> Clear_watchdog_Table:Proc Failed. ###
    
```

Figure 3. Analyst.log file information

What has probably happened is the SKFUSER1 userid has been assigned the sysadmin role. In addition, tables and procedures may have been assigned to "dbo" when they should be preceded with "skfuser1" (Example: skfuser1.usertbl, not dbo.usertbl).

To verify correct assignment to the tables, procedures, and skfuser1 account, do the following:

1. Log in to SQL Server Management Studio as "sa" or an administrative account.
2. Expand Databases, and then skfuser. Review the tables and procedures and check to see if any of them begin with "dbo". Make any changes necessary so they all begin with "skfuser1".

- Next, under Security, open the skfuser1 user login properties. Select User Mapping and highlight skfuser. In the role membership section, ensure the "public" option is the only selection checked. [Figure 4]

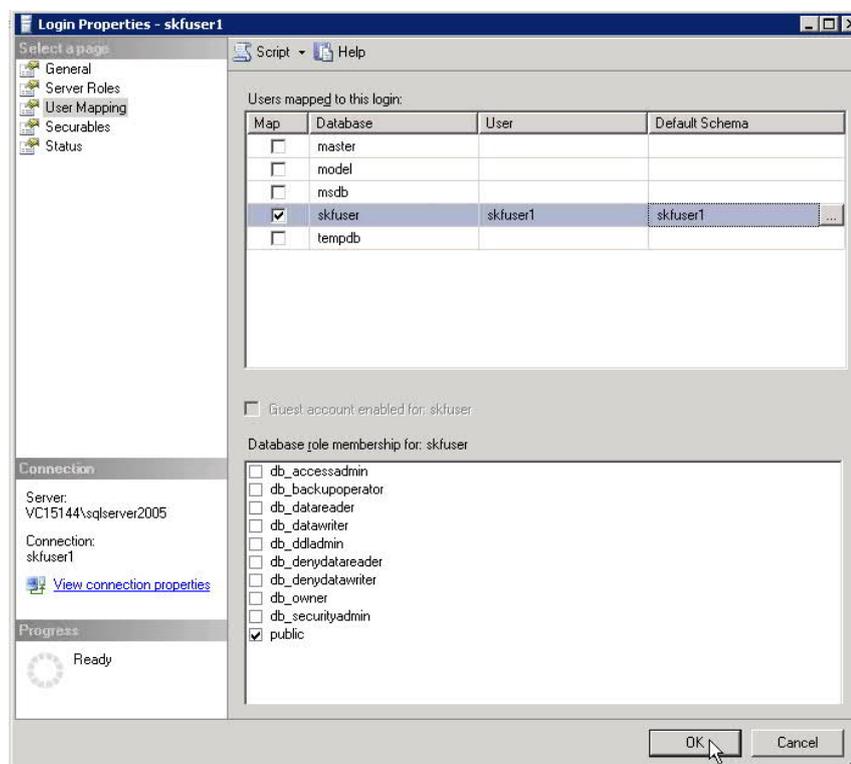


Figure 4. Login Properties

- Also ensure the User and Default Schema fields both show "skfuser1". Click OK and exit SQL Server Management Studio.

NOTE: If the skfuser.mdf and skfuser.ldf database files are not in the default SQL Server "Data" folder, it's possible the SQLServerMSSQLUser is missing from the Security tab. To fix this, open the properties of the folder where the database files reside. Select the Security tab and add the SQLServerMSSQLUser... if it is not in the list. [Figure 5]



Figure 5. SQLServerMSSQLUser added to folder properties



Once the above changes have been made, log in to SKF @ptitude Analyst again. When opening Point Properties or adding an element, the application should no longer crash.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.

